

Fig. 1

09703612 110200

Application Layer / Layer 5 <u>202</u>
Transport Layer / Layer 4 <u>204</u>
Internet Layer / Layer 3 <u>206</u>
Network Interface Layer / Layer 2 <u>208</u>
Physical Layer / Layer 1 <u>210</u>

TCP/IP Layering Model

Fig. 2

09703612.410200

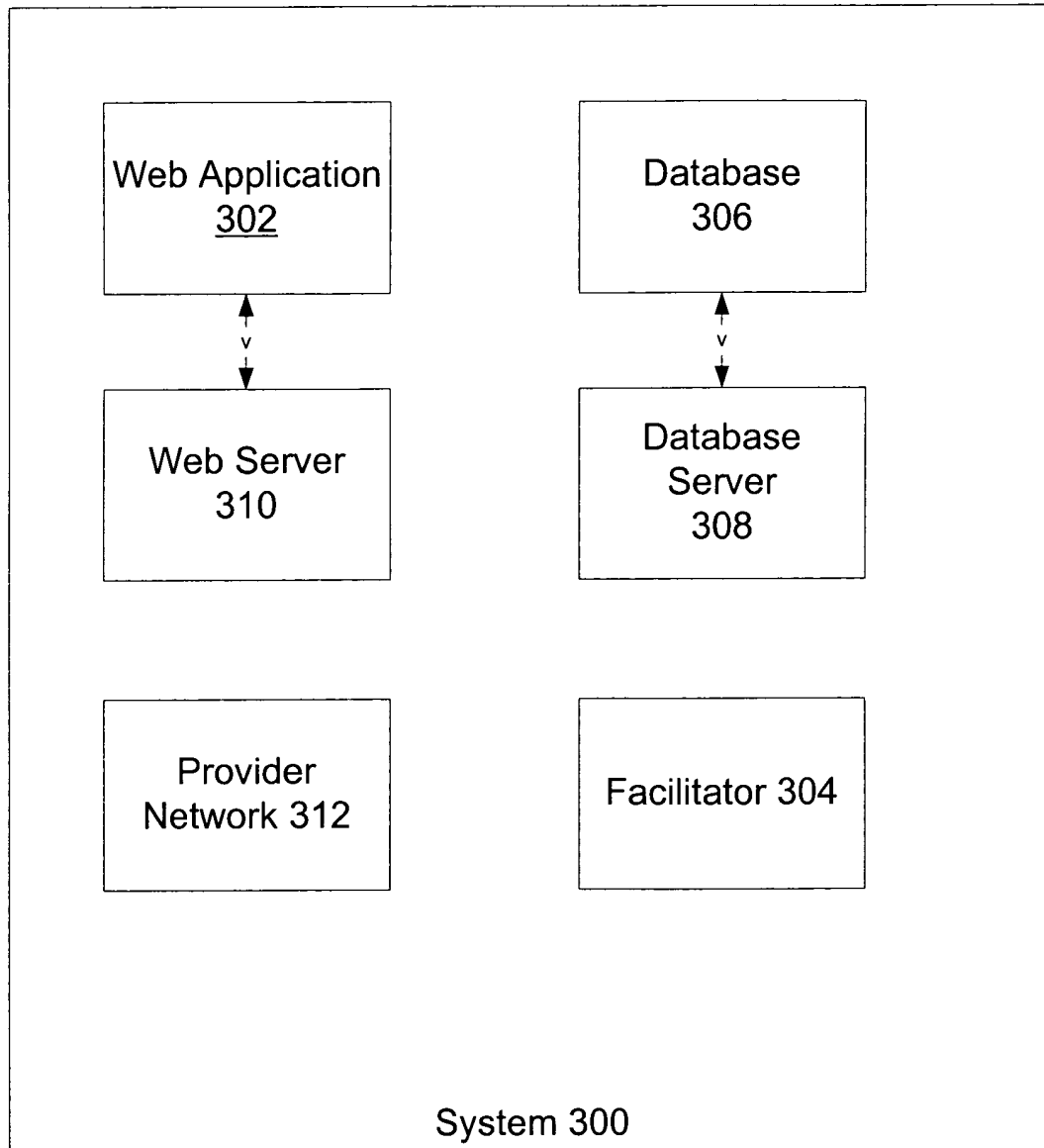


Fig. 3

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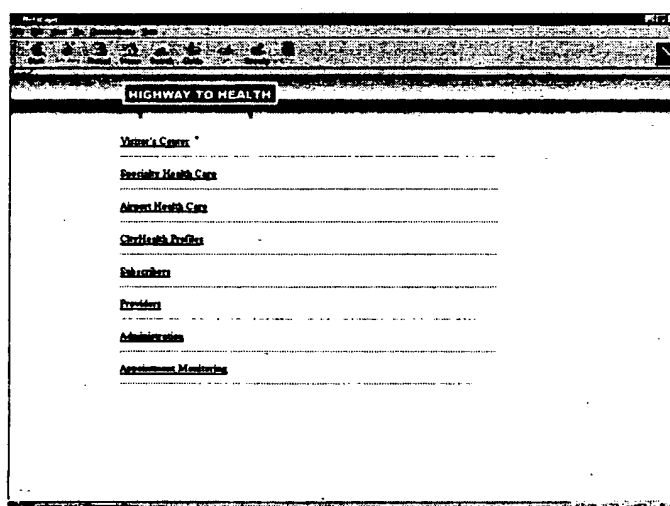


Fig. 4

Home Page

09703616.110200

Step 5010

Providers register with the system

Step 5020

The members visits the system web site and specifies required criteria

Step 5030

The system uses a locator tool to find appropriate providers with a specified location

Step 5040

Provider network provides, to the member, a list of providers that meet the specified criteria

Step 5050

The member selects multiple providers from the list

Step 5060

Provider network generates and transmits a notification to each selected provider

Step 5070

Each selected provider responds to the requested appointment

Step 5080

The member is notified of the responses

Step 5090

The member confirms a response from a provider

End

Fig. 5